

BEN MORGAN




An operations executive with over 15 years of experience managing teams and utilizing the principles of operational excellence to drive results in customer service, employee satisfaction, and bottom-line company performance.

CORE COMPETENCIES

- Leadership and People Management
- Operational Efficiency
- Process and Tool Design
- Organizational Design
- Scalability Modeling
- Strategic Planning
- Customer Advocacy
- Budget Creation and Resource Planning

PROFESSIONAL EXPERIENCE

Vice President, Customer Care and Network Reliability

Hawaiian Telcom, 

Vice President responsible for Hawaiian Telcom's 24-Hour Customer Care Service Center, Service Quality, Customer Satisfaction, 911 Operations and Managed Services Operations teams, and the Network Reliability department, which includes the Network Operations Center (eNOC), IP Operations, Tier 2 Technical Support, and TV Head End Operations..

Key Accomplishments

- Guided and managed programs, process changes, and system improvements which resulted in sustained increases in Customer Satisfaction scores, year over year.
- Provided guidance and oversight for major company project to migrate significant data center equipment and operations from a 3rd party provider in Massachusetts to our office in Honolulu, resulting in \$2.4 million in annual savings, as well as improved SLAs, server performance, and Help Desk responsiveness.
- Championed and acted as Business Owner for project to implement a "360 degree view" system for frontline Care and Sales agents, which has resulted in increased Employee Satisfaction, and a significant reduction in Average Handle Time per call.
- Championed and acted as Business Owner for project to replace existing aged IVR system with a next-generation IVR capable of advanced call routing, resource management, customer self-service, and automation capabilities, including bringing on a consultant to redesign the call flows and menus to meet the expectations of today's customer.

- Expanded the VIP customer support program to our Top 100 business customers, by establishing our Premium Business Support team, which provides a much more proactive and customized experience to our top revenue customers, at no additional cost to the company.
- Managing a 150-person staff, with a \$20M Operating Expense budget.

Executive Director, Customer Care

Hawaiian Telcom, [REDACTED]

Executive Director responsible for Hawaiian Telcom's 24-hour Customer Care Service Center, Customer Satisfaction, 911 Operations, and Managed Services Operations teams.

Key Accomplishments

- Reorganized the entire Customer Care service center from a product and regulatory focused structure, to a customer-centric organization, which required significant Union negotiations, as well as establishing a new training program with a dedicated trainer.
- Devised programs, process, product, and systems improvements, and drove changes to the company culture, which resulted in significant improvements to our CSAT scores across all major categories.
- Oversaw and was heavily involved in project that resulted in a successful migration of all 911 dispatch centers across the State of Hawaii from the legacy 911 call-taking system to the IP-based NG911 platform, which provides increased reliability, security, and next generation capabilities, such as Text-to-911, enhanced address and caller location services, pictures, and video.
- Conceived and implemented our "Top 35" VIP support program, which provides a differentiated and proactive support model for our highest revenue customers.
- Integrated local service provider Wavecom Solutions' Service Operations Center, which provides NOC and Care support for all Wavecom customers, into our department, post-acquisition.

Vice President, Voice Services

MegaPath, Inc, [REDACTED]

Vice President responsible for installation and support for all MegaPath voice products, including Hosted VoIP, PRI/CAS, SIP Trunking, and Integrated Analog Lines.

Key Accomplishments

- Key contributor to the success of a major three company merger (MegaPath, Covad, and Speakeasy), including driving software and engineering requirements to improve existing systems and develop new ones.
- Increased install velocity by 107% over 6-month period, while increasing staff only 26%.
- Successfully migrated support team from a single-site ownership model to a multi-site, tiered model.
- Managed an 85 person team across the United States, with a \$6.6 Million OPEX budget.

Vice President, Customer Operations

Speakeasy, Inc. [REDACTED]

Vice President responsible for installation and customer support for all Speakeasy products, including DSL, T1, Bonded T1, Ethernet over Copper, Residential VoIP, Business VoIP (Hosted, Integrated, SIP Trunking).

Key Accomplishments

- Managed 100 person call center and installation team with a \$5.4M OPEX budget.
- Led team that introduced analysis and initiatives which resulted in a 20% reduction in churn.
- Participated in due diligence planning which resulted in nearly \$6M in OPEX savings.

Director, Service Activations

Speakeasy, Inc. [REDACTED]

Director responsible for installation and activation of all Speakeasy products.

Key Accomplishments

- Drove product, system, and process requirements for new Business Ethernet over Copper product, and managed operational roll out.
- Created team and processes to install and support Speakeasy's new Business VoIP product; heavily involved in development of systems, tools, and customer requirements.
- Developed telephone number inventory management, provisioning, and number porting processes for Residential VoIP product that was created to be sold in Best Buy stores.
- Created new install metric, which measured install time from the customer's perspective, and drove improvement from 24% success rate to 85%.
- Drove average install times on Business VoIP orders from over 60 days down to 35 days.
- Reduced time to bill from an average of over 2 weeks to 72 hours.
- As part of due diligence planning for eventual acquisition by Best Buy, created a scalability strategy for VoIP install team to increase capacity from 300 seats/month to 4000 seats/month, while reducing headcount growth by 23%.
- Conceived and implemented End User Training program, which resulted in reduced escalations, increased customer satisfaction, and increased revenue.
- On-boarded 3rd-party Field Services company to act as "remote hands" for our VoIP installations.
- Managed major company project to migrate 20,000 users and 60,000 telephone numbers from one carrier to another; project was completed with no customer downtime or lost revenue and resulted in increased customer satisfaction, better install times, and greater operational efficiency.

Business Support Manager

Speakeasy, Inc. [REDACTED]

Manager in charge of Speakeasy's business support team during transition from a residential ISP to a small business focus.

Executive Escalations Manager

Speakeasy, Inc, [REDACTED]

Manager responsible for handling all executive escalations and other high-profile customer complaints.

Customer Service Lead

Amazon.com, [REDACTED]

Lead responsible for agent coaching, Quality Assurance monitoring, and handling escalated customers.

EDUCATION

Essential Skills & Knowledge for Effective Incoming Call Center Management - ICM1

Project Management Fundamentals - New Horizons Computer Learning Centers

Effective Speaking for Professionals